



Dorset Clinical Commissioning Group

Ref: FOI 029

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4 June 2019

Dear Requestor

Request made under the Freedom of Information Act 2000

On 7 May 2019 you sent a request, made under the Freedom of Information Act, relating to service contracts. I now provide this information as an attachment.

I trust that this is the information you require and that your request has been fully discharged.

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Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are unhappy with this response, you are entitled to request an internal review of our decision, handled where possible by a member of staff not directly involved in the initial decision. If you wish to request such a review, please write direct to the Data Protection Officer, NHS Dorset, Ground Floor, West Wing, Vespasian House, Barrack Road, Dorchester DT1 1TG. We aim to deal with requests for internal review within three weeks of receipt, although where the issues involved are very complicated this period may be extended up to a total of six weeks.

If you have queries about this response, please do not hesitate to contact me quoting the above reference number.

Yours sincerely

Signature Removed

Paddy Baker
Data Protection Officer
NHS Dorset Clinical Commissioning Group

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Q1:

The current provider of your Integrated Urgent Care (IUC) Service?

Response:

NHS Dorset CCGs Lead Provider Arrangement is between Dorset HealthCare University NHS Foundation Trust (Lead), South Western Ambulance NHS Foundation Trust, Poole Hospital NHS Foundation Trust, The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust, Dorset County Hospital NHS Foundation Trust for Integrated Urgent Care Services.

Q2:

The terms of the IUC Service contract, including start date and duration of the contract (including extension clauses)?

Response:

The IUC Service contract start date was 1 April 2019 for a duration on 5 years with the option to extend an extra 2 years.

Q3:

Has a decision been made yet on whether the existing IUC Service contract(s) are being either extended or renewed?

Response:

As this is a new IUC service no decision has yet been made on whether to extend or renew the contract.

Q4:

The value of the IUC Service contract currently in effect?

Response:

£70million

Q5:

How the specification in the commissioning for this IUC Service differs from the standard specification?

Response:

The new contract now brings together all elements including 111, Out of Hours and Improved Access to GPs including routine and urgent.

Q6:

The last twelve months' KPI performance data for your current IUC Service provider, inclusive of NQRs and DX Codes or equivalent?

Response:

This data was supplied to each Contract Review Meeting (CRM) held Bi-Monthly under the old Urgent Care Contract which ceased on 31st March 2019. The last CRM was held on the 29th March and therefore a full month of data is not available. This will now be reported under the new IUC Contract. (Please see attached spreadsheet).

Q7:

The last twelve months' shift fill data shown in hours; filled vs unfilled or as a percentage; filled vs unfilled for the current IUC Service provider?

Response:

I can advise that NHS Dorset CCG does not hold the information requested. We commission IUC Service, but do not provide this service. The provider is South Western Ambulance Service NHS Foundation Trust. To obtain the information you require, you will need to make your request to South Western Ambulance Service NHS Foundation Trust on:

Information.Governance@swast.nhs.uk

Information Governance
FOI Lead
South Western Ambulance Service NHS Foundation Trust
Abbey Court
Eagle Way
Exeter
Devon
EX2 7HY

Q8:

The population size for which the IUC Service is responsible for serving?

Response:

The IUC covers the population of Dorset which covers circa 850,000 people plus any seasonal increase.

Q9:

Any financial penalties imposed on the current IUC Service provider and if so, what are the reasons for this?

Response:

There are no financial penalties imposed on the current IUC Service provider.

Reference	Description	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
KPI 1	Proportion of calls abandoned	<=5%	2.96%	2.97%	5.60%	4.70%	4.41%	3.63%	7.09%	6.74%	8.56%	8.99%	7.73%
KPI 2	Proportion of calls answered in 60 seconds	>=95%	89.60%	86.92%	82.47%	80.91%	81.98%	84.28%	73.58%	72.68%	65.05%	64.69%	67.04%
KPI 3	Proportion of calls where person was called back within 10 minutes by a clinician	>=50%	38.85%	43.81%	35.53%	30.52%	30.90%	32.01%	30.32%	28.22%	26.73%	31.06%	26.71%
KPI 4	Proportion of calls where caller given an appointment with an IUC Treatment Centre or extended hours GP	>=95%	99.43%	99.06%	99.03%	99.17%	99.09%	99.19%	99.38%	99.07%	98.94%	98.06%	98.45%
KPI 5	Proportion of calls where caller given an appointment with a UTC	>=50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
KPI 6	Proportion of calls initially given a category 3 or 4 ambulance disposition that are revalidated	>=50%	41.51%	41.29%	42.18%	38.82%	58.57%	68.86%	73.60%	72.90%	68.40%	64.36%	66.16%
KPI 7	Proportion of calls initially given an ED disposition that are revalidated	>=50%	26.29%	24.29%	23.87%	24.53%	22.98%	26.76%	23.81%	25.96%	28.19%	24.17%	26.92%
KPI 8	Proportion of callers recommended self care at the end of the health advisor input	>=15%	1.91%	1.47%	1.17%	0.95%	1.23%	1.36%	1.49%	1.11%	1.14%	1.18%	1.39%
KPI 9	Proportion of callers recommended self-care at the end of clinical input	>=40%	21.80%	22.38%	21.69%	20.55%	19.28%	20.76%	19.94%	18.39%	18.42%	17.98%	18.65%
KPI 10	Proportion of calls where prescription medication was issued.	>=80%	42.76%	56.68%	51.71%	44.88%	56.50%	52.94%	55.36%	57.14%	56.37%	51.57%	54.87%
KPI 11	Directory of Services: no service available other than ED (ED catch-all)	<=3%	0.04%	0.04%	0.02%	0.01%	0.01%	0.00%	0.03%	0.03%	0.02%	0.06%	0.08%
KPI 12	Average time to telephone assessment outcome	N/A	00:35:25	00:30:51	00:34:15	00:42:01	00:43:56	00:42:30	00:42:31	00:51:59	00:52:52	00:45:52	00:57:44
KPI 13a	Proportion of patients receiving a face to face consultation in an IUC Treatment Centre within 1 hour	>=95%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
KPI 13b	Proportion of patients receiving a face to face consultation in an IUC Treatment Centre within 2 hours	>=95%	87.69%	90.54%	94.61%	94.64%	93.00%	95.33%	95.59%	98.20%	89.08%	93.42%	94.78%
KPI 13c	Proportion of patients receiving a face to face consultation in an IUC Treatment Centre within 6 hours	>=95%	98.30%	98.71%	98.45%	97.26%	98.11%	98.96%	98.90%	98.53%	97.31%	97.61%	98.00%
KPI 14a	Proportion of patients receiving a Face to Face Consultation within their Home Residence within 1 hour	>=95%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
KPI 14b	Proportion of patients receiving a Face to Face Consultation within their Home Residence within 2 hours	>=95%	91.87%	88.02%	94.51%	95.93%	93.29%	94.77%	94.68%	95.66%	96.05%	91.20%	95.83%
KPI 14c	Proportion of patients receiving a Face to Face Consultation within their Home Residence within 6 hours	>=95%	97.14%	93.63%	97.73%	96.36%	94.59%	97.32%	98.28%	99.01%	95.46%	98.09%	97.87%
KPI 15	Proportion of calls assessed by a clinician	>=50%	53.27%	53.67%	52.17%	51.82%	52.13%	54.72%	53.16%	54.67%	57.89%	55.55%	55.69%